

**Listing of Claims:**

1. (Currently Amended) A method ~~copying~~ for managing a change in hardware, said method comprising:

accessing ~~a product~~ an image forming apparatus of a user through a computer network and acquiring information on the  
5 ~~product~~ apparatus of the user;

acquiring information on a part to be changed; ~~and~~

generating information on ~~a product~~ the image forming apparatus that requires ~~change of a~~ the part change, from the information on the ~~product~~ apparatus of the user and the  
10 information on the part to be changed;

providing the information on the apparatus that requires the part change to a terminal operated by a maintenance administrator; and

calculating a number of parts to be changed based on the  
15 information on the apparatus that requires the part change.

Claims 2 and 3 (Canceled).

4. (Currently Amended) The method according to claim ~~3~~ 1, further comprising ~~[[:]]~~ generating order data ~~on~~ for the part to be changed from the calculated number of parts to be changed.

5. (Currently Amended) The method according to claim 4, further comprising [[:]] transmitting the order data to a service parts system.

6. (Currently Amended) The method according to claim ~~2~~ 1, wherein the acquired information on the part to be changed includes solution information, and the solution information is ~~notified~~ provided to the ~~equipment owned~~ terminal operated by the ~~person in charge of service~~ maintenance administrator along with the information on the ~~product~~ apparatus that requires ~~change of~~ the part change.

7. (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ apparatus of the user includes a product manufacture number.

8. (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ apparatus of the user includes information on an option configuration.

9. (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ apparatus of the user includes information on a network configuration.

10. (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ apparatus of the user includes usage condition information.

11. (Currently Amended) The method according to claim 1, wherein the information on the ~~product~~ apparatus of the user includes software information.

12. (Currently Amended) A system ~~coping~~ for managing a change in hardware, said system comprising:

~~a product~~ an apparatus information acquiring section which accesses ~~a product~~ an image forming apparatus of a user through a  
5 computer network and acquires information on the ~~product~~ apparatus of the user;

a change information acquiring section which acquires information on a part to be changed; ~~and~~

an information generating section which generates  
10 information on ~~a product~~ the image forming apparatus that requires ~~change of a~~ the part change, from the information on the ~~product~~ apparatus of the user and the information on the part to be changed;

a providing section which provides the information on the  
15 apparatus that requires the part change to a terminal operated by  
a maintenance administrator; and

a calculating section which calculates a number of parts to be changed based on the information on the apparatus that requires the part change.

Claims 13 and 14 (Canceled).

15. (Currently Amended) The system according to claim ~~14~~ 12, further comprising ~~[[:]]~~ an order data generating section which generates order data ~~on~~ for the part to be changed from the calculated number of parts to be changed.

16. (Currently Amended) The system according to claim 15, further comprising ~~[[:]]~~ a transmitting section which transmits the generated order data to a service parts system.

17. (Currently Amended) The system according to claim ~~13~~ 12, wherein the acquired information on the part to be changed includes solution information, and the solution information is ~~notified~~ provided to the ~~equipment owned~~ terminal operated by the ~~person in charge of service maintenance administrator~~ along with the information on the ~~product~~ apparatus that requires ~~change of~~ the part change.

18. (Currently Amended) The system according to claim 12, wherein the information on the ~~product~~ apparatus of the user includes a product manufacture number.

19. (Currently Amended) The system according to claim 12, wherein the information on the ~~product~~ apparatus of the user includes information on an option configuration.

20. (Currently Amended) The system according to claim 12, wherein the information on the ~~product~~ apparatus of the user includes software information.

21. (Currently Amended) The system according to claim 12, wherein the information on the ~~product~~ apparatus of the user includes usage condition information.

22. (Currently Amended) A ~~computer program product for coping a change in hardware, comprising: a computer-readable storage medium having computer-readable program code means embodied in said medium stored thereon for causing a computer to~~  
5 manage a change in hardware, said computer-readable program code means comprising:

computer readable program code means for ~~accessing a product~~  
causing the computer to access an image forming apparatus of a

user through a computer network and ~~acquiring~~ acquire information  
10 on the ~~product~~ apparatus of the user;

computer readable program code ~~means~~ for ~~acquiring~~ causing  
the computer to acquire information on a part to be changed; and

computer readable program code ~~means~~ for ~~generating~~ causing  
the computer to generate information on a ~~product~~ the image

15 forming apparatus that requires ~~change of a~~ the part change, from  
the information on the ~~product~~ apparatus of the user and the  
information on the part to be changed;

computer readable program code for causing the computer to  
provide the information on the apparatus that requires the part  
20 change to a terminal operated by a maintenance administrator; and

computer readable program code for causing the computer to  
calculate a number of parts to be changed based on the  
information on the apparatus that requires the part change.

Claims 23 and 24 (Canceled).

25. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim 24 22,  
wherein said computer-readable program code ~~means~~ further  
~~comprising:~~ comprises computer readable program code ~~means~~ for  
5 ~~generating~~ causing the computer to generate order data ~~on~~ for the

part to be changed from the calculated number of parts to be changed.

26. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim 25, wherein  
said computer-readable program code ~~means further comprising.~~  
comprises computer readable program code ~~means for transmitting~~  
5 causing the computer to transmit the order data to a service  
parts system.

27. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim ~~23~~ 22,  
wherein the acquired information on the part to be changed  
includes solution information, and the solution information is  
5 ~~notified~~ provided to the ~~equipment owned~~ terminal operated by the  
~~person in charge of service~~ maintenance administrator along with  
the information on the ~~product~~ apparatus that requires ~~change of~~  
the part change.

28. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim 22, wherein  
the information on the ~~product~~ apparatus of the user includes a  
product manufacture number.

29. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim 22, wherein  
the information on the ~~product~~ apparatus of the user includes  
usage condition information.

30. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim 22, wherein  
the information on the ~~product~~ apparatus of the user includes  
software information.

31. (Currently Amended) The method according to claim 11,  
wherein the software information ~~is~~ comprises software version  
information.

32. (Currently Amended) The system according to claim 20,  
wherein the software information ~~is~~ comprises software version  
information.

33. (Currently Amended) The ~~computer program product~~  
computer-readable storage medium according to claim 30, wherein  
the software information ~~is~~ comprises software version  
information.